



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support  
Bureau of Work Support Programs

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

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**BWSP OPERATIONS MEMO**

**No.: 01-05**

**File: 1250.4**

**Date: 02/26/2001**

**Non W-2 [X] W-2 [X] CC [X]**

**PRIORITY: HIGH**

**SUBJECT: CARES REASON CODE CHANGES**

**CROSS REFERENCE:** CARES Screens CURS, CURD  
**CARES Guide**, Appendices 05A & 05B

**EFFECTIVE DATE:** All eligibility determinations in CARES run on or after February 26, 2001 will include the new logic.

**PURPOSE**

This Operations Memo explains the changes made to the CARES system effective February 26, 2001 associated with making the assistance group closure reason codes more specific for all programs and making the individual denial reason codes for Medicaid (i.e., MA X) more specific.

**BACKGROUND**

As part of Client Notice Redesign Phase 1, changes have been made to the CARES system to enhance the eligibility logic to supply more specific closure reason codes for all programs (Medicaid, Food Stamps, Child Care and W-2). Since the inception of CARES, the 028 reason code (DOES NOT MEET PROGRAM REQUIREMENTS) has not provided the worker enough information to determine why the Assistance Group (AG) is denied or closed, nor is it understandable to the client when reading notices. The 028 changes are meant to supply more specific reasons for ineligibility.

Changes made to CARES are of 2 groups: one was made to the Medicaid (MA) program logic associated with the 028 denial or closure reason related to the MA cascade; the other was made to the 028 denial or closure logic for Food Stamps, W-2 and Child Care.

## **MEDICAID 028 CHANGES**

Because MA has multiple subprograms that can be determined within a single run of the SFU and EDBC subsystems and the logic for both Assistance Group and individual eligibility varies between subprograms, MA logic has been modified at both the individual and the Assistance Group levels. This means that CARES will supply a more specific AG level reason for denials and closures where it used to set the 028 reason code. CARES will also supply a more specific reason code for the individual where it cannot build an MA AG (i.e. MA X). We have not eliminated the 028 and 141 reason codes entirely. They still exist. However, we have tried to supply other reason codes where these codes created confusion and uncertainty.

The MA cascade exists in the Standard Filing Unit Subsystem of CARES. The MA cascade logic attempts to supply the 'best' MA subprogram for each individual in the household. Any time that SFED is run, eligibility is explored for the case starting at the very top of the cascade, testing the group for the best fit. The current MA Cascade looks like this:

1. MA Institutions (MI)
2. AFDC-U/MA (MA U)
3. AFDC/MA (MA R)
4. MA Extensions (ME I, C, T, S)
5. AFDC-U related Categorically Needy MA (MAOU)
6. AFDC-related Categorically Needy MA (MAOR)
7. SSI-related Protect Status Categorically Needy MA (MP)
8. SSI-related Categorically Needy MA (MS)
9. Continuously Eligible Newborn Categorically Needy (MN)
10. Healthy Start for OBRA Kids and OBRA Teens Categorically Needy (MHSN)
11. Healthy Start for Children Under Age 6 Categorically Needy (MHSC)
12. Healthy Start for Pregnant Women Categorically Needy (MHSP)
13. Pregnancy Extension Categorically (ME P)
14. AFDC-related Medically Needy MA (NAOR)
15. SSI-related Medically Needy MA (NS)
16. Continuously Eligible Newborn Medically Needy (NN)
17. Healthy Start for Children Under Age 6 Medically Needy (NHSC)
18. Healthy Start for Pregnant Women Medically Needy (NHSP)
19. Pregnancy Extension Medically Needy (NE P)
20. AFDC-related MA Deductible
21. SSI-related MA Deductible
22. Healthy Start Deductible
23. Community Waivers (MCW)
24. BadgerCare (BC)
25. Family Care (FC)
26. QMB/SLMB (QMB/SMB)
27. QDWI (QWI)

There are 4 types of MA 028 changes. They are each associated with the MA cascade. Because of the fact that the cascade starts from the top and works its way through the possibilities every time the worker determines eligibility (runs SFED), we have had to account for four situations involving the 028 closure code.

Those situations have been named:

1. Cascade Up (from a “lesser” MA subprogram to a “better MA” subprogram, e.g. MAOR to MAR)
2. Cascade Down (from a “better” MA subprogram a to “lesser” MA subprogram, e.g. MAOR to MHSC)
3. Cascade Out ( no longer eligible for any subprogram, e.g. MAOR closes because kids leave the home)
4. MA X (not found non-financially eligible for any subprogram)

### *CASCADE UP*

This occurs when an AG has been confirmed as eligible for one MA subprogram and then, a change occurs, and the AG is determined eligible for an MA subprogram higher on the cascade.

CARES will now display the previously confirmed AG (which is lower on the cascade) with a reason code that explains that they are not eligible for this subprogram but eligible for a different subprogram of MA and CARES also shows the new open MA AG.

**Cascade Up Scenario:** Mary and her daughter Susan apply for MA (MA, HS and BC) on January 2, 2001. Mary has a full time job and earns \$1200 per month. Mary is eligible for BadgerCare, her daughter is eligible for MHSC. On February 2, 2001, Mary loses her job. Mary and Susan are now determined eligible for MA R (which is higher in the cascade than BC and MHSC).

With the 028 redesign CARES will show the closing MHSC and BC AGs and will populate a specific reason code explaining why they are no longer eligible for these subprograms of MA. In this case it is 350 –THE TARGET MAY BE ELIGIBLE IN ANOTHER CATEGORY OF MA. The new AG (MA R) will show as open.

AGEC		ELIGIBILITY RESULTS CONFIRMATION										02/02/01 12:10	
CASE: 9700233499										WORKER: XCTA23		XCTA22 P JANSSEN	
LAST UPDATED: 02 02 01										CASE STATUS: OPEN		ONGOING	
ELIGIBILITY REVIEW DATE: 02 28 2002													
CAT	SEQ	PMT DATE	BEG DATE	PMT END DATE	BENEFIT AMOUNT	AG STATUS	ELIG STATUS						CONFIRM (Y/N)
BC	01	03 01 01	03 31 01		0.00	CL	FAIL	350					Y
CC Z	01	03 01 01	03 31 01		0.00	DE	FAIL	054					Y
FS Z	01	03 01 01	03 31 01		0.00	DE	FAIL	054					Y
MA R	01	03 01 01			0.00	OP	PASS						Y
MHSC	01	03 01 01	03 31 01		0.00	CL	FAIL	350					Y
WW Z	01	03 01 01	03 31 01		0.00	DE	FAIL	054					Y

Instead of 028,  
BC and MHSC  
retain their  
failure reasons.  
MA R is open.

Instead of 028,  
BC and MHSC  
retain their  
failure reasons.  
MA R is open.

*CASCADE DOWN*

This occurs when an AG has been confirmed as eligible for one MA subprogram and then, a change occurs, and the AG is determined eligible for an MA subprogram lower on the cascade.

CARES will now display the previously confirmed AG (which is higher on the cascade) with a reason code that explains exactly why they are no longer eligible for MA under this subprogram's rules and CARES also shows the new open MA AG.

**Cascade Down Scenario:** Julie is disabled. She has \$600 in SSDI, \$500 in rent, and so is eligible for MA through SSI-related Categorically Needy (MS).

Julie moves out of her house and into a small condo. Her shelter costs decrease and her worker re-determines her eligibility.

Now, based on the shelter calculation, Julie is eligible as SSI-related Medically Needy (NS).

With the 028 redesign, rather than populating the 028 reason code for the closing AG, the MS 01 AG will show as closed with the specific reason code explaining why she's no longer eligible. The new AG (NS 01) will show as open.

AGEC

ELIGIBILITY RESULTS CONFIRMATION

01/11/01 10:05

CASE: 7000368471

WORKER: JX2373

JX2373 T FOSBINDER

LAST UPDATED: 01 11 01

CASE STATUS: OPEN

CASE MODE: ONGOING

ELIGIBILITY REVIEW DATE: 12 31 2001

CAT	SEQ	PMT DATE	BEG DATE	PMT END DATE	BENEFIT AMOUNT	AG STATUS	ELIG STATUS	REASON CODES	MR RSN	CONFIRM (Y/N)
CC	Z	01 02 01 01			0.00	DE	FAIL	054		
CC	Z	01 02 01 01		02 28 01	0.00	DE	FAIL	054		
CC	Z	01 01 01 01		01 31 01	0.00	DE	FAIL	054		
FS	Z	01 02 01 01			0.00	DE	FAIL	054		
FS	Z	01 02 01 01		02 28 01	0.00	DE	FAIL	054		
FS	Z	01 01 11 01		01 31 01	0.00	DE	FAIL	054		
MS	01	02 01 01			0.00	CL	FAIL	014		
MS	01	02 01 01			0.00	OP	PASS			
NS	01	02 01 01			0.00	OP	PASS			

Instead of 028, the specific closure reason for MS is retained.

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N

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N

—

Y

—

N

Instead of 028, the specific closure reason for MS is retained.

NEXT TRAN: \_\_\_\_\_ PARMS: 7000368471\_\_\_\_\_ MORE...

*CASCADE OUT*

This occurs when an AG has been confirmed as eligible for one MA subprogram and then, a change occurs, and the person is no longer determined eligible under any MA subprogram.

CARES will now display the previously confirmed AG with a reason code that explains exactly why they are no longer eligible for MA under this subprogram's rules.

**Cascade Out Scenario:** An ongoing case consists of a mother and her 18-year-old daughter. The daughter turned 19 this month, so there is no longer a minor or pregnant woman in the AG. The case is run after the daughter turns 18. MAOR was open for this family. The AG level failure reason for MAOR (in this case, 422 – THERE IS NO LONGER A MINOR OR PREGNANT WOMAN IN THE AG) is displayed on SFCC and AGECE.

SFCC (MA)  
 SFCC  
 CASE: 1000367711 SFU COMPOSITION CHANGE WORKER: XCTG04 01/09/01 14:09  
 JX2373 T FOSBINDER

PAYMENT BEGIN DATE: 02 01 01 PAYMENT END DATE: \_\_\_\_  
 CAT: MAOR SEQ: 01 ELIG STATUS: FAIL REASONS: 422

SFU PART	COMP	TRGT	SFU PART	COMP	TRGT	SFU PART	COMP	TRGT
MBR	STS	CHG	MBR	STS	CHG	MBR	STS	CHG
01	CA	____	02	XC	____			

Instead of 028, a more specific reason code is set. To view the short text, tran to screen CURS.

----- INDIVIDUALS -----  
 01 MOM O (PP ) 02 DAUGH C (DAU)

NEXT TRAN: \_\_\_\_ PARMS: 1000367711 MORE...

AGEC ELIGIBILITY RESULTS CONFIRMATION 01/09/01 14:10  
 CASE: 1000367711 WORKER: XCTG04 JX2373 T FOSBINDER  
 LAST UPDATED: 01 09 01 CASE STATUS: OPEN CASE MODE: ONGOING

ELIGIBILITY REVIEW DATE: 08 31 2001

CAT	SEQ	PMT BEG DATE	PMT END DATE	BENEFIT AMOUNT	AG STATUS	ELIG STATUS	REASON CODES	MR RSN	CONFIRM (Y/N)
BC	Z	01 02 01 01		0.00	DE	FAIL	054	____	N
CC	Z	01 02 01 01		0.00	DE	FAIL	054	____	N
CC	Z	01 01 01 01	01 31 01	0.00	DE	FAIL	054	____	N
CC	Z	01 10 01 00	10 31 00	0.00	DE	FAIL	054	____	Y
FS	Z	01 02 01 01		0.00	DE	FAIL	054	____	N
FS	Z	01 01 09 01	01 31 01	0.00	DE	FAIL	054	____	
FS	Z	01 10 01 00	10 31 00	0.00	DE	FAIL	054	____	
MAOR	01 02 01 01			0.00	CL	FAIL	422		
MAOR	01 10 01 00			0.00	OP	PASS			

To view the long text which will appear on the notice, tran to screen CURD.

NEXT TRAN: \_\_\_\_ PARMS: 1000367711 MORE...

## MA X

This occurs when a person or household applies for MA but no one in the household is MA qualified in any way. CARES cannot build an AG because there is no child, no one is pregnant, no one is a caretaker relative of a dependent child, no one is disabled, blind, or aged or the target is not in a qualifying living arrangement.

CARES will now display the MA X AG with an AG level denial reason as well as one or more individual reason codes that apply to each individual. This should provide the worker as well as the client a comprehensive list of all the reasons s/he is not eligible for MA.

**MA X Scenario:** Eddie Fischer applies for Food Stamps and MA on January 3, 2001. He is single, age 35, and lives alone. He has recently injured his leg, however he has not been determined disabled. He has a part time job and earns \$500.00 per month. He insists that he wants to apply for MA and BadgerCare, even though the worker explains that there appears to be no non-financial eligibility.

The following AGs are built in SFCD:

1. "Z" AGs for the programs not requested (CC, W-2)
2. MA X and BC X since there is a request for the program but there is no non-financial eligibility
3. FS AG

On SFCC, AG level reason code 376 – NO ONE AGED, BLIND, DISABLED, PREG, MINOR/CARING FOR MINOR is set as the denial reason.

SFCC	SFU COMPOSITION CHANGE	01/03/01 13:29
CASE: 2000366821	WORKER: JX2373	JX2373 T FOSBINDER
PAYMENT BEGIN DATE: 01 01 01    PAYMENT END DATE: 01 31 01		
CAT: <b>MA X</b> SEQ: 01 ELIG STATUS: FAIL REASONS: 376		
SFU PART COMP TRGT	SFU PART COMP TRGT	SFU PART COMP TRGT
MBR STS CHG	MBR STS CHG	MBR STS CHG
01 XA    —    —		

Short text for 376 can be found by tranning to CURS.

----- INDIVIDUALS -----

01 EDDIE F (PP )

NEXT TRAN:    PARS: 2000366821    MORE...

If you select MA X from EESI, you can view the individual level reasons for the denial on EEND.

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EEND                NON-FINANCIAL ELIGIBILITY DETERMINATION      01/03/01 13:30
CASE: 2000366821 CAT: MA X SEQ: 01   WORKER: JX2373             JX2373 T FOSBINDER
DETERMINATION DATE: 01 03 01         AG STATUS: DENIED  ELIGIBILITY STATUS: FAIL
PAYMENT BEGIN DATE: 01 01 01 PAYMENT END DATE: 01 31 01
  
```

INDIVIDUAL RSLT NON-FINANCIAL ELIGIBILITY FACTORS

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EDDIE F 01  FAIL  125 Is not a caretaker of a qualifying child.
                  377 Individual is not ABD as determined by DDB.
  
```

NEXT TRAN: \_\_\_\_\_ PARMS: 2000366821/MA X/01/010101\_\_\_\_\_

### **NON-MA 028 CHANGES**

Reason code 028 has been replaced with more specific reasons at the AG level only for Food Stamps, Child Care and W-2. Individual level reason codes for these programs have not been impacted by the 028 changes that were made. AG level reason codes for non-MA AGs will replace 028 in both intake and ongoing modes.

**Intake Scenario:** In intake mode, a mother and her minor child are requesting all programs of assistance. The Primary Person has living arrangement 15 (Out of Home) entered on ANLA. In this situation, the AGs used to fail with reason code 028. Now reason code 365 – “THE PRIMARY PERSON IS NOT IN THE HOME” will be set for all AGs except for FS. Reason Code 405 – “PP IS NOT IN A VALID LIVING ARRANGEMENT” will be set instead. The AG level failure reason code(s) will be displayed on SFCC and AGECE. Individual level reason codes with their short descriptions are displayed on EEND.

“X” AGs are built for all programs of assistance since there is a request for the program but there is no non-financial eligibility.





**Example 1:** Previously, when MA R would close due to excess income and cascade to MAOR, the MA R AG would close with reason code 028. The budget screens (chosen from screens EESI and EEIE) for the closing MA R AG would show the AG still passing because the new information would not display in the MA R budget.

Now, when SFED is run the MA R AG will close with the proper reason codes (rather than 028) and MAOR will open. The budget screens for MA R will show the updated income information that closed that AG.

**Example 2:** Family with a mom and 2 children. Mom has unearned income of \$400 per month. The family is open for MA R. Mom's income increases to \$600 and one of the children becomes eligible for SSI. When these changes are entered into CARES and SFED is run, MHSC and BC open up for the mom and non-SSI child. The MA R AG will close with the appropriate reason codes (it used to close with 028). When you go to the MA R budgets from EESI and EEIE, the correct group size and income information will now display. In the past, the budget of the closing AG would not show updated information.

In instances where WW, FS and CC AGs closed for 028, the same problem would occur where the budget for the AG closing with 028 would not be accurate. This problem, for all AGs, should be greatly reduced or eliminated completely with the 028 Redesign Project.

### ***WHERE DO I FIND MORE INFORMATION?***

There are a number of resources where you can obtain more reason code information.

#### ***COMMON UTILITY SCREENS***

Four new common utility screens have been developed for the maintenance and creation of reason codes. The reason codes, short and long descriptions, Spanish version and legal citations will now be stored in database tables which **replace** Reference Tables, TSRC, TSRS and TSLC. The 4 new screens are:

1. CURS – Reason Code Summary: Displays the reason code number, short description, whether the reason is an individual level, AG level or both, whether it is Worker Enterable and the Priority.
2. CURC – Reason Code Maintenance: Displays the reason code number, effective begin date, effective end date, whether the reason is an individual level, AG level or both, whether it is Worker Enterable, the Priority and the WP Notify.
3. CURD – Reason Code Description Maintenance: Displays the reason code number, Effective Begin Date, Effective End Date, Language (English or Spanish), Short Description, and Long Description.
4. CULC – Reason Code Legal Citation Maintenance: Displays the reason code number and the legal citations effective for the various programs of assistance.

The common utility screens contain the most up-to-date reason code information.

#### ***CARES GUIDE***

The CARES Guide is available via the internet at the following addresses.

For Intranet users: [http://dwdworkweb/des/manuals/cares\\_guide/default.htm](http://dwdworkweb/des/manuals/cares_guide/default.htm)

For Extranet users: [http://workweb/des/manuals/cares\\_guide/default.htm](http://workweb/des/manuals/cares_guide/default.htm)

The CARES Guide contains the following reason code information:

1. **Appendix 05A** provides a complete listing of reason codes in CARES. It includes the short and long text (if applicable), if the reason code is Individual level, AG level or both, the program(s) of assistance which the reason code applies, which CARES subsystem sets the reason code and the conditions in which the reason code is set.
2. **Appendix 05B** provides detailed information regarding the use of the common utility screens mentioned above.

### *DESK AID*

This memo includes a desk aid, "New Reason Codes for Replacing 028", listing the new reason codes and their short text.

### **CONTACT**

DES CARES Information & Problem Resolution Center

Email: [carpolcc@dwd.state.wi.us](mailto:carpolcc@dwd.state.wi.us)  
Telephone: 608-261-6317 (Option #1)  
Fax: 608-266-8358

**Note:** Email contacts are preferred. Thank you.

## NEW REASON CODES REPLACING 028

The following is a list of new reason codes with their short description. For the most current short description, view screen CURS. To view the long description associated with these reason codes, view screen CURD. For a complete listing of all reason codes, including: short and long description (if applicable), Individual level, AG level or both, the applicable programs of assistance, which CARES subsystem sets the reason code and the conditions in which they are set; refer to the **CARES Guide**, Appendix 05A.

REASON CODE	SHORT DESCRIPTION
348	There is no longer a minor in the Assistance Group.
349	The target is no longer single or annulled.
350	The target may be eligible in another category of MA.
351	The target is a parent.
352	The target is not in a qualifying living arrangement.
353	The target is not in a qualifying relationship with PP/PP spouse.
354	The minor is no longer under the care of the PP or co-parent.
355	The target is no longer under six years of age.
356	The target is no longer pregnant.
357	The target is not aged, disabled or blind.
358	The target is not entitled to Medicare Part A.
359	QMB/SLMB AGs cannot build prior to the elig determin date.
360	Target is not PP/PP spouse or minor under either's care.
361	Target is not in an institutional living arrangement type.
362	Target between 22 and 64 living in IMD and requested PA/PR.
363	Continuously eligible newborn greater than 13 months old.
364	AFDC-MA was not built or did not fail for MA ext. reasons.
365	The primary person is not in the home.
366	PP/PP spouse no longer filling parental role for target.
367	The minor is not under the legal custody of PP or co-parent.
368	SFU could not build this AG.
369	Preg woman is not PP/PP spouse or minor under either's care.
370	There is no minor in the Assistance Group.
371	There is no minor child of the PP/PP spouse in the case.
372	No minor is in a qualifying living arrangement.
373	The Minor Parent is not in the home.
374	A valid CC target could not be identified by SFU.
375	A valid W2 target could not be identified by SFU.
376	No one aged, blind, disabled, preg, minor/caring for minor.
377	Individual is not ABD as determined by DDB.
378	Institutional indiv but no institutional info on ANII.
379	PP between 22 and 64 living in IMD and requested PA/PR.
380	Pregnant person is not in a valid living arrangement.
381	Individual is not pregnant.

REASON CODE	SHORT DESCRIPTION
382	Individual is not pregnant and not in a valid living arrangement.
383	Pregnant woman is not a PP/PP spouse.
384	Preg woman has no qualifying relationship w/ PP/PP spouse.
385	Minor pregnant woman must be under care of PP/PP spouse.
386	Individual has not requested Medicaid.
387	QMB applicant must be PP/PP spouse or under either's care.
388	Individual is not entitled to Medicare Part A.
389	Indiv cannot receive QMB prior to elig determination date.
390	CW indiv is not PP/PP spouse or minor under either's care.
391	Individual must request MA to receive Community Waivers.
392	Indiv cannot receive CW prior to the CW request month.
393	FC applic is not PP/PP spouse or minor under either's care.
394	Indiv cannot receive FC prior to the FC request month.
395	ABD indiv is not PP/PP spouse or minor under either's care.
396	Indiv is not PP/PP spouse or minor under either's care.
397	Indiv. is not in a valid living arrangement for family MA.
398	Individual is not single or annulled.
399	Minor child is not under the care of PP/PP spouse.
400	Minor has no qualifying relationship to PP/PP spouse.
401	The Primary Person is in an institution.
402	The target has declined this type of aid.
403	Target has not requested CW or this type of CW for this month.
404	Institutional AG but no institutional info on ANII.
405	PP is not in a valid living arrangement.
406	The PP is not living in the home.
407	Individual is not living in the household.
408	The OBD info for an FS E AG has changed.
409	The primary person is on vacation from out of state.
410	The primary person is in the military.
411	The primary person is a sponsor not living in the home.
412	The PP is not in a qualifying living arrangement.
413	Targets pregnancy ends within two months.
414	Pregnancy extension can't be rebuilt-case has other MA.
415	Target is eligible in another category of Institutions MA.
416	The PP declined the medical premium assistance.
417	Target requested PA/PR and is receiving SSI/1619(b).
418	Target requested PACE/Partnership.
419	Target between ages 22 and 64 and not Blind/Disabled.
420	Target is not a child of PP/PP spouse.
421	The W2 target has changed.
422	There is no longer a minor or pregnant woman in the AG.